

AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY

SERVICE ALERT

B and B Heating and Cooling - 5490

Customer: Theresa B [REDACTED]	CSS Score: 86
Address: [REDACTED] [REDACTED]	Referral: Probably Would
Phone:	Submitted: 7/15/2009
Work Completed: 6/20/2009	Responded: 8/5/2009
Technician: Hal	Survey Ref#: 0002810738

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

Please respond quickly to your customer. Your customer indicated that they probably or definitely would not recommend your dealership and/or your customer satisfaction survey score is below 90.

SURVEY RESULTS:

1. Was system working when you contacted contractor?
2. How did you find the contractor?
3. Primary reason for selecting this contractor?

CUSTOMER RESULTS:

- No
- Other
- Other

4. Would you recommend the contractor to your friends or family? Probably Would

CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.

5. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	Satisfied	11.25
b. Prompt	Satisfied	11.25
c. Courteous and Friendly	Satisfied	11.25
d. Took Time to Understand My Needs	Satisfied	11.25
e. Knowledgeable	Satisfied	11.25
f. Kept My Home Neat and Clean	Very Satisfied	12.50
g. Completed the Work in a Timely Manner	Satisfied	11.25
h. Answered Questions to My Satisfaction	Neutral	6.25

Total Customer Satisfaction Survey Score:

86 *

6. Do you have a Service or Maintenance Agreement? No
7. Were you offered a Service or Maintenance Agreement? Yes
8. Please share any additional comments or describe in your own words your overall experience

Customer comments: